

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
678	12/1/99	8:12		TG CLEC Manager	E-Mail to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager	TG Resource, TG Project Manager, TG Manager, TG Resource, TG Resource, TG Resource	PacificSM Class & Access	TG CLEC Manger asks Pacific Account Manager if there is a chance a class could be arranged prior to Xmas week. He also notes that it was relayed to TGResource that she needs to provide Vantive ticket # with any query to Pacific Account Manager regarding						
679	12/1/99	8:15		5 TG Resource	Call Pacific Call Center	TG Resource	Pacific Resource		can't access the PacificSM system	Call center needs time to research	I will call Pacific Call Center later today			Complete		
680	12/1/99	8:26		TG Resource	E-Mail to Pacific Account Manager, TG CLEC Manager	TG Resource	Pacific Account Manager	TG Resource, TG Manager, TG Resource	RE: PacificSM Class & Access	TGResource says the ticket is #2378658, taken by Pacific Resource this morning. He mentioned a PIN is needed, but did not know off hand when we should enter it. He is researching and will be in contact today.						
681	12/1/99	13:00		28 TG Resource	Call to Pacific Call Center	TG Resource	Pacific Resource		Telephone Reservation Failure in Napa	Pacific Resource advised she needed to work with another group within SBC to determine cause						
684	12/1/99	15:00		10 TG Resource	Call Pacific Call Center	TG Resource	Pacific Resource		can't access the PacificSM system	Pacific Resoruce explained how the PacificSM documentation was wrong, and she explained the steps we needed to take to access the PacificSM system - she also said she would look into the Web documentation, and have it corrected	we finally accessed the system				done - but we should look on the web in a few weeks to see if the documentation has been changed	
682	12/1/99	16:10		TG Resource	Call to LSC	TG Resource	Pacific Resource		Request to check statos of penfing Napa PONs	Advised the Pacific resource would have to contact TG Resoruce and would callback, as of 08:25 12/2 no response back from Pacific						

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
683	12/1/99	16:18		TG Resource	Call to Pacific Call Center	TG Resource			Request to check status of pending Napa PONs	Advised Pacific would have to contact another staff and would callback, as of 08:25 12/2 no response back from Pacific						
685	12/1/99	16:49		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECC99-369 SBC/Ameritech Carrier to Carrier Performance Plan - California					clecc_99-369.doc	
686	12/2/99	8:40		TG CLEC Manager	E-Mail to Pacific Account Manager, TG Resource	TG CLEC Manager	Pacific Account Manager	TG Project Manager, TG Resource, TG Team Lead, TG Resource	RE: Pacific Billing Account Numbers	TG CLEC Manger forwards TG Resource email regarding concerns about the use of BANs and ESBAs and tells the Pacific Resource it looks as if a conference call with a Pacific billing person would be beneficial as soon as reasonably possible.						
687	12/2/99	8:52		TG CLEC Manager	E-Mail to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager	TG Project Manager, TG Resource	Will call at 7:45 a.m. PST regarding T1	TG CLEC Manger says per her VMX late yesterday regarding T1 delay and serious impact on NDM set-up due to hard Y2K freeze, TG Project Manager is pushing from our side. TG Project Manager is expecting to work again with the Pacific Call Center this a.m..						
688	12/2/99	10:00	30	TG Resource	Call Pacific Call Center	TG Resource			Discovery ID passwords (Pat Chreene's info)	Had them reset the dial-up and toolbar passwords	the Discovery ID can now access Lex and Verigate			done		
689	12/2/99	11:00	20	TG Resource	Call Pacific Call Center	TG Resource			Blackhawk ID passwords	I waited 20 minutes, then the phone line started ringing busy	Had to hang up and call again			dumped		
690	12/2/99	12:20	35	TG Resource	Call Pacific Call Center ticket # 2386708	TG Resource	Pacific Resource		Blackhawk ID passwords	Had them reset the dial-up and toolbar passwords - he suspects I'm the same TG Resource as has called for Napa	the Blackhawk ID can now access Lex and Verigate			done		
691	12/2/99	13:03		TG CLEC Manager	E-Mail to Pacific Account Manager, Pacific Resource	TG CLEC Manager	Pacific Account Manager	TG Project Manager, TG Resource, TG Resource	RE: SO192: CLEC IDs missing permissions	TG CLEC Manger states he understands, according to earlier conversation, that Pacific Account Manager has submitted the necessary requests and will let him know status as soon as she determines it. He asks when Blackhawk will be up for use.						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	TG Contact	Pacific Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
692	12/2/99	13:07		TG CLEC Manager	E-Mail to Pacific Account Manager, TG Resource	TG CLEC Manager	Pacific Account Manager	TG Project Manager, TG Resource, TG Team Lead, TG Resource	RE: Pacific Billing Account Numbers	TG CLEC Manger states he believes so, but the issue of failed order with proper BAN still remains critical.						
693	12/2/99	13:33		TG CLEC Manager	E-Mail to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager	Pacific Resource, TG Project Manager, TG Resource, TG Team Lead, TG Resource, TG Resource	BAN Vantive Ticket # 2386934	TG CLEC Manger tells Pacific Account Manager that TG Resource let him know that our BAN problem which TG Resource outlined to her on the phone this a.m. has been escalated to developers for investigation. TG is using the correct BAN provided, but the ord						
694	12/2/99	13:46		Pacific Account Manager	E-Mail to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager	TG Project Manager, TG Resource	EDI CORBA	Pacific Account Manager encloses EDI CORBA form for EDI. She will create the other 3 once TG CLEC Manger returns. Pacific Account Manager will know more about the IPs for other CLECs after this current issue gets resolved.					<a href="#">EDI CORBA file req Napa 12 02.xls</a>	
695	12/2/99	14:39		Pacific Account 1 Manager	VMX to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		T1 status	Pacific Account Manager wanted to speak with TG Resource	TG CLEC Manger contact TG Resource	TG CLEC Manager	ASAP		VMX left for TG Resource @ 4:15PM 12/2.	
696	12/2/99	14:45		Pacific	Mail to Blackhawk Comm	TG CLEC Manager	Pacific Account Manager		Blackhawk Comm Customer Service Record	Blackhawk Comm Customer Service Record dated November 22, 1999 for account No. redacted						
697	12/2/99	14:45		Pacific	Mail to Blackhawk Comm	TG CLEC Manager	Pacific Account Manager		Napa Telecommunications Customer Service Record	Napa Telecommunications Customer Service Record dated November 22, 1999 for account No.redacted						
698	12/2/99	14:50		10 TG Resource	Call to redacted to set-up E911 test - this is the # left on Pacific Resource's phone message	TG Resource	E911 Desk		set-up E911 test	When I call the 800 number, a recording states its no good	will call Pacific Account Manager			done		

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
699	12/2/99	15:01		Pacific Account Manager	E-Mail to TG CLEC Manager, TG Resource	TG CLEC Manager	Pacific Account Manager	TG Project Manager, TG Resource, TG Team Lead TG Resource	RE: Pacific Billing Account Numbers	Pacific Account Manager asks if the conversation with the TG Resource this morning answered questions regarding Pacific billing account numbers. She attaches the list of CLLI codes with the North South split. It is not a complete list for the state, but					<a href="#">CLLI CODES 12 02.xls</a>	
700	12/2/99	15:15		Pacific Account Manager	VMX	TG Resource	Pacific Account Manager			Pacific Account Manager said the 800 # was good for her, and that she left a message for Pacific Resource to contact me about E911 - Note: Pacific Resource does not know it's a test, we should keep her blind				waiting for Pacific Resource to contact me		
701	12/2/99	16:05		TG CLEC Manager	E-Mail to Pacific Account Manager, Pacific Resource	TG CLEC Manager	Pacific Account Manager	Test Advisor, Tam Database Administrator, TAM Manager, TAM Manager, TG Project Manager, TG Resource, TG Resource, TG Team Lead, TG Resource	Pacific/TG 12/1 Weekly Call Notes	TG CLEC Manger forwards notes from 12/1 Weekly Call.					Pacific1999.12.01.doc	
702	12/2/99	16:25		TG CLEC 1 Manager	VMX to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager		T1 status	TG CLEC Manger told Pacific Account Manager he had just left a VMX for TG Resource						
703	12/2/99	17:06		Pacific Account Manager	E-Mail to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		RE: Pacific Billing Account Numbers	Pacific Account Manager tells TG CLEC Manger that Pacific Oss Customer Support Resource following up with the Pacific Call Center regarding BAN issue.						

[illegible]

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
711	12/5/99	18:24		Pacific Account Manager	E-Mail to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		RE: BAN Vantive TKT#2386934	Pacific Account Manager asks for the status on this issue and also the TN reservation problem experienced last week. She talked to the LSC trouble shooter reviewing the orders and she did not see a supp to correct the BAN on Friday. There also seems to						
712	12/6/99	8:14		Pacific Account Manager	E-Mail to TG CLEC Manager, TG Project Manager	TG CLEC Manager	Pacific Account Manager		Connectivity	Pacific Account Manager hoped to get confirmation from her systems/network people tomorrow that they are ok with TG CLEC Manger's proposed solution to the router problem. She says they were much more positive when they were told that the T1 for GUI conne						
713	12/6/99	8:45		Pacific	Express mail to Discovery Comm				Billing Tape redacted and Billing Tape redactedand corresponding hard copies	Received billing tape redacted, Hard Copy Received billing tape redacted Hard Copy, run date of 11/30/99						
714	12/6/99	8:45		Pacific	Express mail to Discovery and Blackhawk Comm				Invoices for Discovery and Blackhawk Comm.	20 invoices for Blackhawk, 5 invoices for Discovery, Statement Date 11/26/99						
715	12/6/99	8:45		Pacific	Express mail to Blackhawk Comm				Billing Tape redacted and Billing Tape redacted and corresponding hard copies	Received billing tape redacted, Hard Copy Received billing tape redacted, Hard Copy, run date of 11/30/99						
716	12/6/99	10:06		TG CLEC Manager	E-Mail to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager	TG Resource, TG Project Manager, T G Team Lead, TG Manager, TG Resource, TG Resource	RE: BAN Vantive TKT#2386934	TG CLEC Manger spoke with TG Resource regarding PONs, which he believes should be clear now. TG CLEC Manger will forward this as follow-up on BAN and TN reservation issues. He says to expect the BAN supp this morning, barring unforeseen issues. TG CLEC						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	TG Contact	Pacific Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
717	12/6/99	10:35		TG Resource	E-Mail to TG CLEC Manager, Pacific Account Manager	TG CLEC Manager	Pacific Account Manager	TG Project Manager, TG Team Lead, TG Manager, TG Resource, TG Resource	RE: BAN Vantive TKT#2386934	TG Resource gives an update - he has deleted all PON Numbers entered since last week. The team will focus on one test order given by the the TAM in the Napa CLEC. An update will be provided early p.m..						
718	12/6/99	11:30	20	Pacific Resoruce	Pacific called	TG Resource	Pacific resoruce		E911 testing - can't today because Gateway is down	she called 30 minutes earlier to let me know we could perform the test today					done	
719	12/6/99	12:13		Pacific 2 Account Manager	VMX to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		PacificSM training	Pacific Account Manager asked when we needed to start placing trouble tickets. She suggested a conference call with Pacific trainer for high level discussion, followed up by having at least one person attend the 12/29 scheduled CLEC PacificSM training.	Confirm this as a viable strategy.	TG CLEC Manager	ASAP	Complete 12/06/99		
720	12/6/99	13:26	1	Pacific Resource	VMX to TG CLEC Manager	TG CLEC Manager	Pacific resoruce		Datagate parameter values - Vantive ticket #2392256	TG Resource said he needs an E-mail from Pacific Account Manager requesting authorization to forward the problem to Middleware Product Support. He said he has the information he needs to send to Pacific.	Ask Pacific Account Manager to send authorizing E-mail to TG Resource	TG CLEC Manager	ASAP	Complete 12/06/99		
721	12/6/99	14:12	12	TG CLEC Manager	Phone Pacific Account Manager	TG CLEC Manager	Pacific Account Manager		Datagate, BAN problem, Billing data	TG CLEC Manger asked Pacific Account Manager to send Pacific Resource an authorizing E-mail (per previous call). TG CLEC Manger also relayed BAN problem reported by TG Resource, and that version 2 of the order was sent at 11AM PST today, while version 3	Send authorizing E-mail to Pacific Resoruce	Pacific Account Manager	ASAP	Complete 12/06/99		
722	12/6/99	14:15		Pacific	Mail to Discovery Comm	TG CLEC Manager			Discovery Communication Bills (3)	1) Bill for \$105.21, Statement Date 11/20/99, Account No.redacted, 2) Bill for \$7.91, Statement Dated 11/23/99, Account No. redacted Bill for \$105.21, Statement Dated 11/20/99, Account No.redacted						
723	12/6/99	14:15		Pacific	Mail to Camino Comm	TG CLEC Manager			Camino Communication Bills (3)	1) Bill for \$69.80, Statement Date 11/25/99, Account No. redacted, 2) Bill for \$386.38, Statement Dated 11/23/99, Account No. redacted Bill for \$133.36, Statement Dated 11/25/99, Account No. redacted						
724	12/6/99	14:15		Pacific	Mail to Blackhawk Comm	TG CLEC Manager			Blackhawk Comm Bills (2)	1) Bill for \$139.41, Statement Date 11/22/99, Account No. redacted 2) Bill for \$377.82, Statement Dated 11/20/99, Account No. redacted						

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
725	12/6/99	14:15		Pacific	Mail to Napa Telecommunications	TG CLEC Manager			Napa Telecommunications Bills (2)	Bill for \$286.35, Statement Date 11/22/99, Account No. redacted 2) Bill for \$50.22, Statement Date 11/22/99, Account No. redacted						
726	12/6/99	14:15		Pacific	Mail to Napa Telecommunications	TG CLEC Manager			Customer Service Record for Napa Telecommunications	Customer Service Record for Napa Telecommunications dated 11/25/99, Account # redacted						
727	12/6/99	14:15		Pacific	Mail to Blackhawk Comm	TG CLEC Manager			Customer Service Records for Blackhawk Communications	Customer Service Records (3) for Blackhawk Communications dated 11/25/99, Account #s redacted						
728	12/6/99	14:15		Pacific	Mail to Discovery Comm	TG CLEC Manager			Customer Service Records for Discovery Communications	Customer Service Records (4) for Discovery Communications dated 11/25/99, Account #s redacted						
729	12/6/99	14:15		Pacific	Mail to Camino Comm	TG CLEC Manager			Customer Service Records for Camino Communications	Customer Service Records (4) for Camino Communications dated 11/25/99, Account #s redacted						
730	12/6/99	14:20		10 TG Resource	Conf. Call TG CLEC Manager & Pacific Account Manager	TG CLEC Manager	Pacific Account Manager	TG Resource	BAN issue (Vantive #2386934)	Using service type PNBAR, we are still erroring out on "BAN not found in BAN TABLE"		TG Resource	ASAP			
731	12/6/99	14:27		Pacific Account Manager	Phone TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		T1 problem	Pacific Account Manager asked TG CLEC Manger to fax TG Resources' Visio configuration diagram, as she could not open soft copy received via E-mail.	Fax diagram to Pacific Account Manager.	TG CLEC Manager	ASAP	Complete 12/06/99		
732	12/6/99	14:27		TG CLEC Manager	Fax to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager		Network/Router Configuration Diagram	TG CLEC Manger faxed Network/Router Configuration Diagram to Pacific Account Manager.						
733	12/6/99	14:40	1	TG CLEC Manager	VMX to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager		T1 problem	TG CLEC Manger confirmed faxing the configuration diagram from TG Resource						
734	12/6/99	14:41	1	TG CLEC Manager	Page Pacific Account Manager	TG CLEC Manager	Pacific Account Manager		T1 problem							
735	12/6/99	14:41		Pacific Account 5 Manager	Phone TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		T1 problem	Pacific Account Manager called TG CLEC Manger immediately (her pager was still beeping when TG CLEC Manger picked up the phone). TG CLEC Manger told Pacific Account Manager we cannot use the T1 for GUI testing with the solution outlined in the TG Resource	See if VAN is an option.	TG Project Manager	ASAP	Complete 12/07/99		



Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	TG Contact	Pacific Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
736	12/6/99	14:53		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECC99-371 Notification of Process for Submitting Checks for Collocation - California					<a href="#">clecc_99-371.doc</a>	
737	12/6/99	15:05		TG CLEC Manager	E-Mail to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager		Meeting Notes	TG CLEC Manger sends 11/17 meeting notes to Pacific Account Manager.						
738	12/6/99	15:46		Pacific	Fax to TG Resource	TG Resource	Pacific Resoruce		Acknowledgement Fax	Pacificreceived Access Service Request (ASR), PON # redacted						
739	12/6/99	18:40	1	Pacific Resoruce	Ticket# 2381121 Status	TG Resource	Pacific resource		Resolution of Tic.# 2381121 (unable to complete TN reservation for Napa)	Call back from Pacific Call Center with resolution						
740	12/7/99	11:20		Pacific	Mail to Discovery Comm	TG CLEC Manager			Customer Service Record for Discovery Comm	Customer Service Record (2) for Discovery Comm dated 11/28/99, Account # redacted, Account # redacted						
741	12/7/99	11:20		Pacific	Mail to Napa Telecommunications	TG CLEC Manager			Customer Service Record for Napa Telecommunications	Customer Service Record for Napa Telecommunications dated 11/26/99, Account # redacted						
742	12/7/99	11:20		Pacific	Mail to Discovery Comm	TG CLEC Manager			Discovery Communication Bill	Bill for \$171.09, Statement Date 11/25/99, Account No. redacted		Pacific				
743	12/7/99	11:20		Pacific	Mail to Camino Comm	TG CLEC Manager			Camino Communication Bill	Bill for \$561.91, Statement Date 11/25/99, Account No. redacted						
744	12/7/99	11:20		Pacific	Mail to Blackhawk Comm	TG CLEC Manager			Blackhawk Comm Bill	Bill for \$0.00, Statement Date 11/25/99, Account No. redacted						
745	12/7/99	11:20		Pacific	Mail to Napa Telecommunications	TG CLEC Manager			Napa Telecommunications Bill	Bill for \$89.09, Statement Date 11/25/99, Account No.redacted						
746	12/7/99	12:20	15	TG CLEC Manager	Phone Pacific Account Manager	TG CLEC Manager, TG Project Manager	Pacific Account Manager		GUI connectivity options	Since we cannot use the T1 for GUI connectivity, due to routing conflicts with the pre-existing Sprint T1, TG CLEC Manger and TG Project Manager asked whether ISDN or aDSL were viable options. TG CLEC Manger recalled Pacific Account Manager's comment from	Ask Pacific Oss Customer Support Resource whether ISDN or aDSL are viable options	Pacific Account Manager	ASAP	Complete 12/08/99		
747	12/7/99	12:30		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	SWA99-248 PacificTandem Office Rehome Scheduled for LATA 722 in California					<a href="#">swa_99-248.doc</a>	
748	12/7/99	13:50		Pacific	TG Resoruce	TG Resoruce	Pacific Resource		Acknowledgement Fax	Pacificreceived Access Service Request (ASR), PON # CAMN001						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	TG Contact	Pacific Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
749	12/7/99	14:27		Pacific Account Manager	Phone for TG Resource	TG CLEC Manager	Pacific Account Manager		BAN problem, EDI missing data	Pacific Account Manager asked TG CLEC Manger to relay to TG Resource that the BAN problem is in a Pacific table, being worked today. She also indicated that a required field error we reported was due to missing data for slew indent on a listing caption he	Pass Pacific Account Manager's information to TG CLEC TG Resource. Manager	ASAP	Complete	12/07/99		
750	12/7/99	15:01		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECC99-372 - SBC/Ameritech OSS Plan of Record of xDSL and Other Advanced Services - California					clecc_99-372.doc	
				TG CLEC Manager	E-Mail to TG Manager, TG Project Manager, Test Advisor, TAM Execution Manager, TAM Database Administrator, TAM Monitor Team Lead, Test Adviser	TG CLEC Manager	Pacific Account Manager	Pacific Account Manager, Pacific Resource, TG Project Manager, TG Resource, TG Resource, TG Team Lead, TG Resource	FW: Updated PacificISSUE File	TG CLEC Manger attaches the updated issues list and says of prime interest is issue #44. This is the BAN problem we have been experiencing since 12/1. It was reported to Pacific Call Center with Vantive ticket #2386934, and was escalated to Pacific Acco					<a href="#">PacificISSUE19991207A.doc</a>	
751	12/7/99	16:53														
752	12/7/99	18:04		Pacific Account Manager	E-Mail to TG CLEC Manager, TG Project Manager	TG CLEC Manager	Pacific Account Manager		Datagate parameter values	Pacific Account Manager says here are some answers, forwarding Datagate parameters values and she hopes this is what TG CLEC Manger needs. She asks if she can assume that testing will start with Datagate as soon as the T1 is up.						
753	12/7/99	19:10		Pacific Account Manager	E-Mail to TG CLEC Manager, TG Project Manager	TG CLEC Manager	Pacific Account Manager		T1 Proposal	Pacific Account Manager says her firewall and network people are ok with the configuration TG Project Manager presented, in which the TG installs a new and separate router for the Napa application-to-application traffic. She is still working to find out						
754	12/8/99	7:34		TG CLEC Manager	E-Mail to TG CLEC Manager, TG Resource	TG CLEC Manager	Pacific Account Manager	Pacific Account Manager, TG Project Manager, TG Resource	RE: Datagate parameters - Vantive # 2392256	TG CLEC Manger asks th TG CLEC Manger and TG Resource to advise if info., provided does not provide the answers they need. He tells Pacific Account Manager that barring an additional unforeseen issues, we should be ready for Datagate testing as planned 12						

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
755	12/8/99	8:12		TG CLEC Manager	E-Mail to TAM Manager, TAM Project Manager, Test Advisor, TAM Execution Manager, TAM Database Administrator, TAM Monitor Team Lead, Test Advisor	TG CLEC Manager	Pacific Account Manager	Pacific Account Manager, Pacific Resource, TG Project Manager, TG Resource, TG Resource, TG Team Lead, TG Resource	RE: Updated PacificISSUE File	TG CLEC Manger provides another update which can serve as the preliminary agenda for today's weekly call at 1 p.m. EST, 10 a.m. PST.					PacificISSUE19991208.doc	
756	12/8/99	9:48		TG CLEC Manager	E-Mail to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager	TG Project Manager, TG Team Lead, TG Resource	Fax order phone number	TG CLEC Manger asks for the phone number to use for fax orders, escalation lists, and an 800 number for the LSC.						
757	12/8/99	10:57		Pacific Account Manager	E-Mail to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		RE: Fax order phone number	Pacific Account Manager says TG CLEC Manger should have received escalation lists on Sunday, they are attached again. She gives the fax TN for orders going to Anaheim and also a contact number for the scanner in the LSC if we need to follow-up on receipt						
758	12/8/99	14:50		Pacific	Fax to TG Manager	TG Manager	Pacific Resoruce		Acknowledgement Fax	Pacificreceived Access Service Request (ASR), PON # NAPA061						
759	12/8/99	15:20		Pacific Account Manager	E-Mail to TG CLEC Manager, TG Project Manager	TG CLEC Manager	Pacific Account Manager		FW: ISDN via the PRAF	Pacific Account Manager forwards email from Pacific Oss Customer Support Resourceon how to use IDSN with the dialup GUIs.						
760	12/8/99	16:13		Pacific Account Manager	VMX to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		BAN problem fixed	Pacific Account Manager reported the BAN problem was fixed, and requested order resubmission.	Resubmit failed order.	TG Resource		Complete	36503 12/09/99	
761	12/8/99	16:15		Pacific	Mail to Discovery Comm	TG CLEC Manager			Discovery Comm Customer Service Record	Customer Service Record for Discovery Comm dated 12/1/99, Account # redacted						
762	12/8/99	16:15		Pacific	Mail to Napa Telecommunications	TG CLEC Manager			Customer Service Record for Blackhawk Communications	Customer Service Record for Blackhawk Comm dated 12/1/99, Account # redacted						
763	12/8/99	16:15		Pacific	Mail to Napa Telecommunications	TG CLEC Manager			Napa Telecommunications Bill	Bill for \$90.17, Statement Date 11/26/99, Account No. redacted						

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
764	12/8/99	16:15		Pacific	Mail to Discovery Comm	TG CLEC Manager			Discovery Communication Bill	Bill for \$18.70, Statement Date 11/26/99, Account No. redacted						
765	12/8/99	16:17		Pacific Account Manager	E-Mail to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		TG Invoice	Pacific Account Manager gives information for invoice she received from TG and would like to know how to handle.						
766	12/8/99	19:55		Pacific Account Manager	E-Mail to TG CLEC Manager, TG Resource	TG CLEC Manager	Pacific Account Manager		FW: PacificSM December 29, 1999	Pacific Account Manager says Pacific Resource is one of the PacificSM trainers who has classes which start at 8 a.m. every morning next week. She would be available over her lunch break. Would 12:45 PST work? The Training department wants Pacific Accou						
767	12/9/99	7:15		12 TG Resource	Called Pacific Call Center	TG Resource	Pacific resource		In pre-order, due date returned was 11/16/98	Pacific Call Center will research and call us back - ticket # 2351225				done		
768	12/9/99	8:11		TG CLEC Manager	E-Mail to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager	TG Resource	RE: TG Invoice	TG CLEC Manger apologizes to Pacific Account Manager for the invoice she received. TG CLEC Manger will pass information Pacific Account Manager provided to TG Project Manager and the sales team to address.						
769	12/9/99	10:35		TG CLEC 1 Manager	VMX to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager		First order processed, NPAC set-up	TG CLEC Manger informed Pacific Account Manager that we received an 'order processed' message at 10:10AM EST today. TG CLEC Manger also asked Pacific Account Manager to confirm we do not need to do NPAC set-up for our fictitious CLEC's.	Confirm no NPAC updates expected by fictitious CLEC's.	Pacific Account Manager	36504 12/10/99	Complete		
770	12/9/99	10:37		2 Pacific Resource	Pacific left VMX	TG Resource	Pacific Resource		E911 testing - Pacific Resource is ill today, plus the Pacific tester is unavailable will contact us Friday 12/10					done		
771	12/9/99	13:00		Pacific Resource	Fax to TG Manager	TG Manager	Pacific Resource		Pacific/Nevada Bell Service Request Error Notification Form	Errors for duplicate requests were found on the ASR, PON # attached to fax. Please submit a supplemental ASR to correct these errors by 12/13/99. If no response has been received by the above date, your request will be considered cancelled.						

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
772	12/9/99	13:55		TG CLEC Manager	E-Mail to Pacific Account Manager, Pacific Resource	TG CLEC Manager	Pacific Account Manager	TG Project Manager, TAM Project Manager, Test Advisor, TAM Database Administrator, TAM Manager, TAM Execution Manager, Test Advisor, TG BAN Vantive Resources, TKT#2386934 - OK	edacted TG to close Received first FOC!	TG CLEC Manger thanks Pacific Account Manager for VMX indicating BAN problem had been cleared. TG Resource got order successfully processed this morning and we have received first Firm Order Confirmation today at 9:03 a.m. PST.						
773	12/9/99	14:05		Pacific Account Manager	E-Mail to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		RE: BAN Vantive TKT #2386934 - OK to close	Pacific Account Manager thanks TG CLEC Manger for confirmation of first confirmation. Pacific has taken necessary steps to double-check the tables so this will hopefully not be an issue for other BANs.						
774	12/9/99	14:56		TG CLEC Manager	E-Mail to Pacific Account Manager, TG Resource, TG Resource	TG CLEC Manager	Pacific Account Manager	TG Project Manager, TG Resource	RE: PacificSM December 29, 1999	TG CLEC Manger suggests Monday 12/13 at 12:45 PST. He has checked with TG Resource . He knows he still owes training enrollment form						
775	12/9/99	15:07		TG CLEC Manager	E-Mail to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager	TG Resource, TG Project Manager, TG Resource	Training Enrollment Form - TG Resource PacificSM 12/29	TG CLEC Manger attaches for for TG Resource, requesting PacificSM Trouble Reporting 12/29/99. Forms says this is a full day class. TG CLEC Manger asks if it starts at 8 or 9. He will forward the TG Resource the location info.					Training Enroll BillS.doc	
776	12/9/99	16:55		Pacific Account Manager	E-Mail to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		RE: Training Enrollment Form - TG Resource PacificSM 12/29	Pacific Account Manager says great, call is set for 12:45 PST on Monday 12/13. She would like to confirm that questions are not about how to log into PacificSM. She would like to confirm this.						

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
777	12/10/99	9:40	2	Pacific Resource	Phone TG CLEC Manager	TG CLEC Manager	Pacific Resource		PO922695P Verigate due date 11/16/98.	Pacific Resource asked for TG Resource to call back ASAP.	Call Back Pacific Call Center	TG Resource	ASAP	Complete 12/10/99.		
778	12/10/99	11:30	30	Pacific Account Manager	Phone TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		NPAC update logistics, managed introduction, BAN resolution, billing data, T1 contingencies	Pacific Account Manager said we need real CLEC SPID to do NPAC update for LNP orders. Real CLEC must perform NPAC updates for our four fictitious CLEC's within a narrow time of the Pacific update. Pacific Account Manager talked about criteria for managed	1> Send PON list to Pacific Account Manager. 2> See if any other T1's from TG or the TAM go to Pacific.	1> TG CLEC Manager, 2> TG Project Manager	ASAP	Complete 12/10/99.		
779	12/10/99	12:55	1	TG CLEC Manager	VMX to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager		T1 contingencies							
780	12/10/99	13:00	1	TG CLEC Manager	Page Pacific Account Manager	TG CLEC Manager	Pacific Account Manager		T1 contingencies							
781	12/10/99	13:03	22	Pacific Account Manager	Phone TG CLEC Manager	TG CLEC Manager, TG Project Manager, Tg Resource	Pacific Account Manager		T1 contingencies	Discussed possibility of temporarily sharing TG T1 for CLEC 5 to Pacific. Pacific policy precludes this.						
782	12/10/99	13:30	10	Pacific Account Manager	Phone TG CLEC Manager	TG CLEC Manager	Pacific Account Manager	TG Project Manager	T1 contingencies	TG Project Manager explained this is not a simple inside move, as it involves a shared resource which CLEC 6 cannot simply split out at the MUX (multiplexer), even though our routers are in apparent close proximity.						
783	12/10/99	16:20	20	Pacific Account Manager	Phone TG CLEC Manager	TG CLEC Manager	Pacific Account Manager	TG Project Manager	T1 contingencies	After sharing our diagram with her people, she concurs that our needed frame relay move is not simple, but should be expediteable.	Expedite with CLEC 6	TG CLEC Manager and TG Project Manager	Immedia tely		After placing calls to eight different people at TG and CLEC 6, got call back from our page to CLEC 6 at 4:55PM EST.	

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
784	12/10/99		5	TG CLEC Manager	Phone Pacific Account Manager	TG CLEC Manager	Pacific Account Manager	TG Project Manager	T1 escalation	TG CLEC Manger and TG Project Manager told Pacific Account Manager that CLEC 6(CLEC 6, who returned our page at 4:55 PM EST) quoted best possible install of the needed router tail circuit in Ohio is eight days after the order is placed.						
785	12/9/99	19:59		Pacific	Fax to TG Resource	TG Resource	Pacific Resoruce		Acknowledgement Fax	Pacificreceived Access Service Request (ASR), PON # BLCK002						
786	12/9/99	20:23		Pacific Account Manager	E-Mail to TG CLEC Manager, TG Project Manager	TG CLEC Manager	Pacific Account Manager		FW: ISDN for app to app?	Pacific Account Manager passed question about using ISDN for app to app, as an interim until the T1 is up. Short answer is no, long answer is as follows: (edited from TG REsouce response) The only router to router connections allowed are of the type, "					CLECPROC.doc	
787	12/10/99	7:30	10	TG Resource	Pacific Call Center called	TG Resource	Pacific Resource		Pacific Call Center developers needed additional info which we provided							
788	12/10/99	8:52		TG CLEC Manager	E-Mail to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager	TG Resource, TG Resource, TG Team Lead, TG Resource, TG Project Manager, TG Resource	RE: 12/13 PacificSM call 12:45 PST/3:45 EST	TG CLEC Manger confirms we are able to log in to PacificSM and confirm Monday 12:45 PM PST/3:45 EST for call. He understands that trainer Pacific Resource is blind to our role, so TG will represent as consultants working for Napa unless Pacific Account						
789	12/10/99	12:06		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECC99-373 Notification that Verbal Notification will be given to advise Jeopardy Status for Special Services - California					clecc_99-373.doc	
790	12/10/99	12:27		Pacific Account Manager	E-Mail to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		RE: 12/13 PacificSM call 12:45 PST/3:45 EST	Pacific Account Manager thinks Pacific Resource knows TG are consultants working for Napa.						
791	12/10/99	14:00		Pacific	Mail to Discovery Comm				Discovery Communication Bill	Bill for \$397.46, Statement Date 11/28/99, Account No.redacted						
792	12/10/99	14:00		Pacific	Mail to Napa Telecommunications	TG CLEC Manager			Napa Telecommunications Bill	Bill for \$67.61, Statement Date 11/28/99, Account No.redacted						
793	12/10/99	14:00		Pacific	Mail to Napa Telecommunications	TG CLEC Manager			Blackhawk Comm Bill	Bill for \$397.84, Statement Date 11/28/99, Account No. redacted						

[illegible]



Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	TG Contact	Pacific Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
801	12/13/99	10:56		Pacific Account Manager	Phone TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		Napa Order Review	Pacific Account Manager indicated reading the provided list was not easy due to duplicate PON's, mode of number iteration, and lack of numeric sequence. She also said all test orders of a given type should reach FOC before we enter similar orders for the	Send sorted PON lists without duplicates daily to Pacific Account Manager until we get the OK for production for all order types.	TG CLEC Manager	36507	Complete	12/13/99.	
802	12/13/99	11:13		Pacific Account Manager	E-Mail to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		RE: PONs for Napa Managed Introduction	Pacific Account Manager states as she mentioned in voicemail to TG CLEC Manger this morning, almost all of the orders checked on Friday are still out in error. Pacific Account Manager will have the current list reviewed but she doesn't think TG is ready t						
803	12/13/99	11:14		Pacific Account Manager	E-Mail to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		RE: Another call re: footprint ASRs for Napa	Pacific Account Manager asks TG CLEC Manger to return call from 800 CLEC number to find out what the question is. She says then TG CLEC Manger and she can figure out who gets to answer the question.						
804	12/13/99	11:39	5	TG CLEC Manager	Phone Pacific Resource at LSC	TG CLEC Manager	Pacific Resource at LSC		Option A footprint orders	Pacific resource could not reach the Pacific Resoruce, so TG CLEC Manger left our toll free CLEC support number for call-back.						
805	12/13/99	12:29		TG CLEC Manager	Fax to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager		TG CLEC Manger faxes new UID request for TG Resource, Napa							
806	12/13/99	12:59		TG CLEC Manager	E-Mail to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager	Pacific Resource, TG Team Lead, TG Resource	New UID requests	TG CLEC Manger says there is a new request for TG Resource for Napa, including E911 and the TG Resource will also need access for Blackhawk, Camino and Discovery. He asks for the four existing users to be expanded for access to all four CLECs. Five pe						
807	12/13/99	13:32		Pacific Call Center	Fax to All CLECs and Account Managers				Toolbar Application problem	Fax says users will experience degraded service for Order status and Provisioning Order Status. PacLEX is still unavailable, the problem has been escalated. An ETR of 9:00 p.m. CST has been given for PacLEX.						
808	12/13/99	13:53		Pacific Account Manager	VMX to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		LEX outage	Pacific Account Manager asked if TG CLEC Manger had received broadcast fax on LEX outage.						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	TG Contact	Pacific Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
809	12/13/99	14:25		TG CLEC Manager	Fax to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager		Answer to Pacific Resource call question	TG CLEC Manger found fax to TG Manager. TG CLEC Manger called the LSC and asked for Pacific Resource but analyst could not locate her. TG CLEC Manger asks if Pacific Account Manager would take a turn or perhaps just supp the ASRs.						
810	12/13/99	14:25		TG CLEC Manager	Fax to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager		Option A footprint orders	TG CLEC Manger faxed Pacific Account Manager the packet the Pacific Resource sent to TG Manager on 12/9.						
811	12/13/99	14:46		Pacific Account Manager	E-Mail to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		FW: Napa	Pacific Account Manager forwards Napa contract amendments for new OANAD pricing					<a href="#">04_OANAD APP C - SCENARIO.doc</a>	
b.															<a href="#">02_OANAD APP A - PRICES.doc</a>	
c.															<a href="#">03_OANAD APP B - PRICES.doc</a>	
d.															<a href="#">01 Amendment Category I.doc</a>	
e.															Transmittal ltr.doc	
812	12/13/99	14:46		Pacific Account Manager	E-Mail to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		FW: Discovery	Pacific Account Manager forwards Discovery contract amendments for new OANAD pricing					<a href="#">04_OANAD APP C - SCENARIO (3).doc</a>	
b.															<a href="#">02_OANAD APP A - PRICES (3).doc</a>	
c.															<a href="#">03_OANAD APP B - PRICES (3).doc</a>	
d.															01 Amendment Category I (3).doc	
e.															Transmittal ltr (3).doc	
813	12/13/99	14:50		Pacific Account Manager	E-Mail to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		FW: Camino	Pacific Account Manager forwards Camino contract amendments for new OANAD pricing					<a href="#">04_OANAD APP C - SCENARIO (2).doc</a>	
b.															<a href="#">02_OANAD APP A - PRICES (2).doc</a>	
c.															<a href="#">03_OANAD APP B - PRICES (2).doc</a>	

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	TG Contact	Pacific Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
d.																<a href="#">01 Amendment Category I (2).doc</a>
e.																<a href="#">Transmittal ltr (2).doc</a>
814	12/13/99	15:03		Pacific Account Manager	Phone TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		PacificSM call, UID query, hot cut procedures, managed introduction	TG CLEC Manger told Pacific Account Manager we started receiving LEX outage faxes at about 1:30PM, although outage was noticed at 10AM. Pacific Account Manager said 3:45PM PacificSM call is still on for today. TG CLEC Manger asked if Pacific Account Manag						
815	12/13/99	15:05		Pacific Account Manager	E-Mail to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		RE: New UID Requests	Pacific Account Manager says she shows TG Resource and TG Resource as valid for all 4 CLECs already, although she has been misspelling redacted name as redactd so perhaps that is the problem? She says different log on and ids are required for each 911 ac						
816	12/13/99	15:15		Pacific	Mail to Napa Telecommunications				Napa Telecommunications Bill	Bill for \$523.69, Statement Date 12/4/99, Account No.						
817	12/13/99	15:15		Pacific	Mail to Blackhawk Comm				Blackhawk Comm Bills (2)	Bill for \$72.18, Statement Date 12/2/99, Account No. redacted, Bill for \$302.57, Statement Date 12/1/99, Account No. redacted						
818	12/13/99	15:15		Pacific	Mail to Camino Comm				Camino Communications Bills (3)	Bill for \$72.69, Statement Date 12/2/99, Account No. redacted, Bill for \$94.63, Statement Date 12/2/99, Account No. redacted, Bill for \$184.21, Statement Date 12/4/99, Account No. redacted						
819	12/13/99	15:33		Pacific Call Center	Fax to All CLECs and Account Managers				Toolbar Application problem	Fax says users will experience degraded service for Order status and Provisioning Order Status. PacLEX is still unavailable, the problem has been escalated. An ETR of 9:00 p.m. CST has been given for PacLEX.						
820	12/13/99	15:40		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECC99-375 DSL Planning Inquiry Web Site URL - California						<a href="#">clecc_99-375.doc</a>
821	12/13/99	15:51		Pacific 1 Resource	Phone TG CLEC Manager	TG CLEC Manager	Pacific Resource		Logistics for PacificSM call							
822	12/13/99	15:53		Pacific Account Manager	Conference Call		Pacific Resource, TG CLEC Manager, TG Resource, TG Pacific Team Lead		PacificSM	Pacific Resource outlined course topics. She explained we should order report documentation redacted Mechanized Loop Test MLT4 Results User Guide from Lucent redacted. TG Resource asked if Pacific uses MLT on Northern Telecomm switches. 12/29 Oakland Paci	Order Lucent documentation.	TG Team Lead	By 12/29.	Abandoned as unnecessary.		
823	12/13/99	15:54		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECCS99-128 PacificNotification of LEX Release 3.5.2						cleccs_99-128.doc

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
824	12/13/99	16:26		Pacific Call Center	Fax to All CLECs and Account Managers				Toolbar Application problem	Fax says users will experience degraded service for Order status and Provisioning Order Status. PacLEX is still unavailable, the problem has been escalated. An ETR of 9:00 p.m. CST has been given for PacLEX.						
825	12/13/99	16:45		Pacific Account Manager	E-Mail to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		FW: Managed Intro for Napa	Pacific Account Manager forwards the spreadsheet tracking the Managed Introduction for Napa. There are very few that have been FOC'd. She doesn't think Napa is ready to move into "production" until orders are going through to FOC status on a regular bas					Managed Intro 12 10 99.xls	
826	12/13/99	17:27		Pacific Account Manager	E-Mail to TG Project Manager	TG Project Manager	Pacific Account Manager	TG CLEC Manager	FW: Testing for Napa (EDI)	8 a.m. PST this Friday seems to work with Pacific, Pacific Account Manager asks how about TG? She asks for TG to send most recent scenarios spreadsheet, so she can get it to her people by Thursday.						
827	12/13/99	18:37 19:43		Pacific Call Center	Fax to All CLECs and Account Managers				Toolbar Application problem	Fax says users will experience degraded service for Order status and Provisioning Order Status. PacLEX is still unavailable, the problem has been escalated. An ETR of 9:00 p.m. CST has been given for PacLEX.						
828	12/13/99	21:08		Pacific Call Center	Fax to All CLECs and Account Managers				Toolbar Application problem	Fax says problem with LEX in the Pacific/Nevada Bell region has been identified and a fix is underway. LEX is targeted to be available Tuesday, December 14th during its normal hours of operation.						
829	12/14/99	8:13 8:44		Pacific Call Center	Fax to All CLECs and Account Managers				LEX operation	Fax says LEX will remain down until later this a.m.. An ETR of 11 a.m. CST has been given for LEX. An update will be provided in 60 minutes. All other Toolbar applications are available during their normal hours of operation.						
830	12/14/99	9:41		TG CLEC Manager	E-Mail to Pacific Account Manager, Pacific Resource	TG CLEC Manager	Pacific Account Manager	TG Project Manager, TG Resource	What shall we do with checks received?	TG CLEC Manger asks what to do with refund check #redacted dated 12/8/99 from SBC addressed to Discovery for an \$81.37 credit balance on redacted.						
831	12/14/99	10:00		Pacific Call Center	Fax to All CLECs and Account Managers				LEX operation	Fax says LEX will remain down until later this a.m.. An ETR of 11 a.m. CST has been given for LEX. An update will be provided in 60 minutes. All other Toolbar applications are available during their normal hours of operation.						
832	12/14/99	10:00		Pacific	Fed-Ex to Discovery Comm	TG CLEC Manager			Amendment to Interconnection Agreement with PACIFIC - pricing	Letter from Contract Administrations and Amendment, plus addressed Fed Ex to return.						

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
833	12/14/99	10:00		Pacific	Fed-Ex to Camino Comm	TG Resource			Amendment to Interconnection Agreement with PACIFIC - pricing	Letter from Contract Administrations and Amendment, plus addressed Fed Ex to return.						
834	12/14/99	10:00		Pacific	Fed-Ex to Blackhawk Comm	TG Resource			Amendment to Interconnection Agreement with PACIFIC - pricing	Letter from Contract Administrations and Amendment, plus addressed Fed Ex to return.						
835	12/14/99	10:00		Pacific	Fed-Ex to Napa Telecommunications	TG CLEC Manager			Amendment to Interconnection Agreement with PACIFIC - pricing	Letter from Contract Administrations and Amendment, plus addressed Fed Ex to return.						
836	12/14/99	10:46		Pacific Call Center	Fax to All CLECs and Account Managers				LEX operation	Fax update LEX acces through the Toolbar application was available at 10 a.m. CST. Any data entered on Sunday will need to be re-entered.						
837	12/14/99	10:53		TG CLEC Manager	E-Mail to TG Resource, Pacific Account Manager, Pacific Resource	TG CLEC Manager	Pacific Account Manager	TG Project Manager, TG Resource, TG Team Lead, TG Manager, TG Resource, TAM Execution Manager, TAM Project Manager, TAM Monitor Team Lead, TAM Database Administrator, Test Advisor, Test Advisor, TG Resource	RE Hot cut procedures in the LSOR	TG CLEC Manger forwards TG Resource's e-mail and asks Pacific Account Manager if there are guidelines to define what an ESL may be. He asks if additional discussion may be included of the associated process in the 10 a.m PST call for today. He asks TG						

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
838	12/14/99	11:10		TG CLEC Manager	E-Mail to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager	TG Resource, TG Team Lead, TG Project Manager, TG Resource	RE: Testing for Napa (EDI)	TG CLEC Manger informs Pacific Account Manager he will be en route home on Friday, but if TG Project Manager and TG Resource are around it would still be worthwhile.						
839	12/14/99	11:30		TG CLEC Manager	E-Mail to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager	TG Resource, TG Team Lead, TG Project Manager, TG Resource	RE: Napa Scenarios	TG CLEC Manger forwards most recent list found from 11/11.					<a href="#">JTPNapa_Scenario 9911Ext.xls</a>	
840	12/14/99	11:35		TG CLEC Manager	E-Mail to TG Resource, Pacific Account Manager	TG CLEC Manager	Pacific Account Manager	TG Manager, TG Resource	RE: PacificSM Training	TG CLEC Manger confirms PacificSM class that TG Resource will attend will be on 12/29 at 8:00 PST. He suggests to the TG Resource asking about flights directly into Oakland vs. San Francisco to minimize commute time risks.						
841	12/14/99	11:41		TG CLEC Manager	E-Mail to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager	TG Project Manager, TG Team Lead, TG Resource	RE: More PONs for Napa Managed Introduction	TG CLEC Manger forwards Pacific Account Manager the sorted list of yesterday's activity. TG CLEC Manger asks TG Project Manager to see that Pacific Account Manager receives list daily.						
842	12/14/99	11:44		Pacific Call Center	Fax to All CLECs and Account Managers				LEX operation	Fax update LEX acces through the Toolbar application was available at 10 a.m. CST. Any data entered on Sunday will need to be re-entered.						
843	12/14/99	11:48		TG Project Manager	E-Mail to TG CLEC Manager, Pacific Account Manager	TG Project Manager	Pacific Account Manager	TG Team Lead, TG Resource	RE: More PONs for Napa Managed Introduction	TG Project Manager agrees to forward Pacific Account Manager the sorted list of PONs while TG CLEC Manger is away.						

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
				TG CLEC Manager	E-Mail to TAM Project Manager, TAM Execution Manager, Test Advisor, TAM Database Administrator, Test Advisor, TAM Monitor Team Lead	TG CLEC Manager	Pacific Account Manager	Pacific Account Manager, Pacific Resource, TG Project Manager, TG Team Lead, TG Resource, TG Manager, TG Resource,	reminder of 10 a.m. PST/1 p.m. EST weekly call today (not Wednesday)	TG CLEC Manger says for this week and next, call is scheduled for Tuesday at the usual time and number. Topics this week include: T1 Status, Managed Introduction Status, Hot cut process and when appropriate, E911 testing, PacificSM class 12/29, BAN (clo						
844	12/14/99	11:59														
				Pacific 45 Account Manager				Pacific Resource, Pacific Account Manager, Pacific Oss Customer Support Resource	Test Advisor, TG Resources, Various Test Advisor		See updated issues log					<a href="#">PacificISSUE19991 215.doc</a>
845	12/14/99	13:00			Weekly Status Call	TG CLEC Manager, TG Project Manager										
846	12/14/99	13:15		Pacific	Mail to Napa Telecommunications				Napa Telecommunications Bills (2)	Bill for \$136.70, Statement Date 12/4/99, Account No. redacted, Bill for \$88.63, Statement Date 12/5/99, Account No. redacted						
847	12/14/99	13:15		Pacific	Mail to Blackhawk Comm				Blackhawk Comm Bill	Bill for \$66.43, Statement Date 12/4/99, Account No. redacted						
848	12/14/99	13:15		SBC	Mail to Discovery Comm				Check to Discovery Communication	\$81.37 check received for credit balance on bill.						
849	12/14/99	16:30		Discovery Comm	Fed-Ex to Southwestern Bell	TG CLEC Manager			Amendment to Interconnection Agreement with PACIFIC - pricing	Sent Amendment via Fed-Ex next day						
850	12/14/99	16:30		Camino Comm	Fed-Ex to Southwestern Bell	TG Resource			Amendment to Interconnection Agreement with PACIFIC - pricing	Sent Amendment via Fed-Ex next day						
851	12/14/99	16:30		Blackhawk Comm	Fed-Ex to Southwestern Bell	TG Resource			Amendment to Interconnection Agreement with PACIFIC - pricing	Sent Amendment via Fed-Ex next day						

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
852	12/14/99	16:30		Napa Telecommunications	Fed-Ex to Southwestern Bell	TG CLEC Manager			Amendment to Interconnection Agreement with PACIFIC - pricing	Sent Amendment via Fed-Ex next day						
853	12/14/99	16:46		TG CLEC Manager	E-Mail to TAM Project Manager, TAM Execution Manager, Test Advisor, TAM Database Administrator, Test Advisor, TAM Monitor Team Lead	TG CLEC Manager	Pacific Account Manager	Pacific Account Manager, Pacific Resource, TG Project Manager, TG Team Lead, TG Resource, TG Manager, TG Resource,	Managed Introduction Strategy	TG CLEC Manager wanted to document from today's Pacific call: Pacific is looking for TG as Napa to have clean FOCs on orders of a given type before recommending entering orders of the same type for the other three fictitious CLECs. Any orders with intent						
854	12/14/99	16:49		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECC99-376 Final Minutes from November 17, 1999, SBC/Ameritech 13- State Change Management Process Meeting - California					clecc_99-376.doc	
855	12/15/99	0:06		Pacific Account Manager	E-Mail to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		RE: PacificSM Training	Pacific Account Manager says TG CLEC Manager's plan for TG Resource regarding PacificSM Training sounds right to her.						



<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
856	12/15/99	0:11		Pacific Account Manager	E-Mail to TG CLEC Manager, TG Resource	TG CLEC Manager	Pacific Account Manager	TG Project Manager, TG Resource, TG Team Lead, TG Manager, TG Resource Harpe, TAM Execution Manager, TAM Project Manager, TAM Monitor Team Lead, TAM Database Administrator, Test Advisor, Test Advisor, TG Resource	RE: Hot cut procedures in the LSOR	Pacific Account Manager confirms there is a section in the CLEC Handbook that speaks to Pacific recommendations about requesting CHC for UNE Loops, especially projects over 19 lines. She believes there is also information in the Handbook (perhaps the Res						
857	12/15/99	11:33	12	TG Resource	called Pacific Call Center	TG Resource	Pacific Call Center		called Pacific Call Center, about LSR error message	they suggest we use BL in the field, ticket #2441421						
858	12/15/99	12:17		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECC99-377 Notification of Infrastructure Charges Process for Interstate and Intrastate Collocation - California					<a href="#">clecc_99-377.doc</a>	
859	12/15/99	14:30			Mail to Discovery Comm				Discovery Communication Bill	Bill for \$81.37 credit, Statement Date 12/8/99, Account No. Redacted						

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
860	12/15/99	16:50		TG Project Manager	E-Mail to Pacific Account Manager	TG Project Manager	Pacific Account Manager	TG CLEC Manager, TG Team Lead, TG Resource	PONs for Napa Managed Intro	TG Project Manager forwards list of most current PONs from today's report.						
861	12/16/99	10:20		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECC99-378 Cancellation of the feature and optional calling plan resale promotion					clecc_99-378.doc	
862	12/16/99	10:36		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECC99-379 Cancellation of custom calling features and discount calling plan term agreement offer					clecc_99-379.doc	
863	12/16/99	14:30		Pacific	Mail to Napa Telecommunications				Napa Telecommunications Bill	Bill for \$84.44, Statement Date 12/7/99, Account No. redacted						
864	12/16/99	14:30		Pacific	Mail to Blackhawk Comm				Blackhawk Comm Bills (2)	Bill for \$134.60, Statement Date 12/7/99, Account No. redacted, Bill for \$229.95, Statement Date 12/7/99, Account No. redacted						
865	12/16/99	14:30		Pacific	Mail to Camino Comm				Camino Communications Bills (2)	Bill for \$65.78, Statement Date 12/8/99, Account No. redacted, Bill for \$84.42, Statement Date 12/7/99, Account No. redacted						
866	12/16/99	14:30		Pacific	Mail to Discovery Comm				Discovery Communication Bill (3)	Bill for \$2.91, Statement Date 12/9/99, Account No. redacted, Bill for \$0.00, Statement Date 12/7/99, Account No. redacted, Bill for \$214.65, Statement Date 12/9/99, Account No. redacted						
867	12/16/99	14:30		Pacific	Mail to Camino Comm				Camino Customer Service Records (2)	Customer Service Records 1) December 2, 1999, Account No. redacted, Subtotal of \$26.20 2) December 7, 1999, Account No. redacted, Subtotal of \$18.09						
868	12/16/99	14:30		Pacific	Mail to Napa Telecommunications				Napa Customer Service Records (2)	Customer Service Records 1) December 5, 1999, Account No. redacted, Subtotal of \$19.42, 2) December 7, 1999, Account No. redacted, Subtotal of \$16.09						
869	12/16/99	14:30		Pacific	Mail to Blackhawk Comm				Blackhawk Customer Service Records (2)	Customer Service Records 1) December 7, 1999, Account No. redacted, Subtotal of \$16.09, 2) December 7, 1999, Account No. redacted Subtotal of \$18.89.						
870	12/16/99	14:30		Pacific	Mail to Discovery Comm				Discovery Customer Service Record	Customer Service Record dated December 7, 1999, Account No. redacted, Subtotal of \$16.09						
871	12/16/99	17:00		Pacific Account Manager	E-Mail to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		RE: SO192 CLEC Ids missing permissions	Pacific Account Manager asks if this was ever closed. She says Blackhawk should have been up and running as of 12/13. Pacific Resource is doing the latest batch of User ID requests, and she believes these are included in that.						
872	12/17/99	12:44		Pacific	Fax to TG Resource	TG Resource	Pacific Resource		Acknowledgement Fax	Pacificreceived Access Service Request (ASR), PON # DISC003						

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
873	12/17/99	13:00	30		Conference Call	TG Team Lead, TG Resource	Pacific Account Manager, EDI person		EDI App to App testing	discussed the test cases for the EDI App to App testing.						
874	12/17/99	13:30	15		Conference Call	TG Team Lead, TG Resource	Pacific Account Manager		EDI App to App testing	follow-up call discussion to above call.						
875	12/17/99	late p.m.	30		Conference Call	TG Resource	Pacific Account Manager, Pacific Oss Customer Support Resource, TG Resource (LSC)		Intro work activity	Discussed intro work activity						
876	12/17/99	16:44		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECCS99-129 Initial Requirements for Datagate 1Q2000 Local Pre-Ordering Release Version 9.0x					cleccs_99-129.doc	
877	12/18/99			Pacific	Mail to Camino Comm				Camino Customer Service Record	Customer Service Record December 4, 1999, Account No. redacted, Subtotal of \$21.06						
878	12/20/99	8:16	14	TG Resource	called Pacific Call Center	TG Resource	Pacific Call Center		Blackhawk password expired	Blackhawk password was reset						
879	12/20/99	10:39	40	TG Resource	called Pacific Call Center	TG Resource	Pacific Call Center		Napa E911 password does not work	they said it was deleted, and they would have to recreate it. They will call back later when complete. I was put on hold for over 20 minutes, with no knowledge of what was happening.						
880	12/20/99	10:44		Pacific	Fax to TG resource	TG Resource	Pacific Resource		Error Notification Form	No footprints to be established on Tandems on the ASR, PON # DISC003.						
881	12/20/99	14:00		Pacific	Mail to Camino Comm				Camino Communication Bill	Bill for \$360.83, Statement Date 12/11/99, Account No. redacted						
882	12/20/99	14:00		Pacific	Mail to Blackhawk Comm				Blackhawk Comm Bill	Bill for \$24.74, Statement Date 12/11/99, Account No. redacted						
883	12/20/99	14:00		Pacific	Mail to Discovery Comm				Discovery Communication Bills	Bill for \$81.39, Statement Date 12/14/99, Account No. redacted, Bill for \$90.69, Statement Date 12/10/99, Account No. redacted						
884	12/20/99	14:00		Pacific	Mail to Discovery Comm				Discovery Customer Service Record	Customer Service Record December 10, 1999, Account No. redacted, Subtotal \$16.36						
885	12/20/99	14:00		Pacific	Mail to Camino Comm				Camino Customer Service Record	Customer Service Record December 11, 1999, Account redacted, Subtotal \$41.64						
886	12/20/99	14:00		TG CLEC Manager	VMX to Pacific Resource	TG CLEC Manager	Pacific Resource		Pre-holiday contact check	Customer Service Record December 4, 1999, Account redacted, Subtotal \$13.59						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	TG Contact	Pacific Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
887	12/20/99	15:32		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECCS99-130 Initial Requirements for EDI / CORBA Local Pre-Ordering Release 2.1					<a href="#">cleccs_99-130.doc</a>	
888	12/20/99	15:42		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECC99-380 Notificatin of Pacific Revised Release Date for Expanded Forwarded Call Information (EFCI) - California					<a href="#">clecc_99-380.doc</a>	
889	12/20/99	18:01		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECCCS99-131 Pacific Exception Request for Proposed January 15, 2000 Release					cleccs_99-131.doc	
890	12/20/99	18:19		Pacific Resource	E-Mail to TG CLEC Manager, TG Resource	TG CLEC Manager	Pacific Resource		FW: CLEC Request, DSCjh1215 completed	Pacific Resource forwards UserID for TG Resource						
891	12/21/99	11:19		SBC	Fax to All CLECs and Account Managers				Broadcast Fax from Pacific Call Center	Fax states the CESAR application problem was resolved by 10:33 CST.						
892	12/21/99	11:44		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECCS99-132 Pacific Electronic Ordering Availability During Release Weekend, January 14 through January 17, 2000					cleccs_99-132.doc	
893	12/21/99	12:45		SBC	Mail to Discovery Comm				Check to Discovery Communication	\$81.39 check #redacted received for credit balance on bill.						
894	12/21/99	12:45		SBC	Mail to Discovery Comm				Check to Discovery Communication	\$81.56 check #redacted received for credit balance on bill.						
895	12/21/99	12:15		15 Pacific Call Center	called test center	TG Resource	Pacific Call Center		Napa E911 password problem	Gave new temporary password, but we have to wait until 12/22 to use						
896	12/21/99	13:26		TG Team Lead	E-Mail to Pacific Account Manager, Pacific Resource	TG Team Lead	Pacific Account Manager, Pacific Resource	TG Project Manager, TG CLEC Manager	CPUC: Pacific Data for EDI Testing	TG Team Lead asks Pacific Account Manager to confirm that Pacific will be supplying all data required to build the UDF for the EDI test system test. He also asks if she has a date when the data is available as he is trying to schedule someone to help wit						
897	12/21/99	16:25		TG CLEC 1 Manager	VMX to Pacific Account Manager	TG CLEC Manager	Pacific Account Manager		Pre-holiday contact check	TG CLEC Manager let Pacific Account Manager know he would be back in the office 12/28, but would be reachable at home if necessary.						
898	12/21/99	16:30		TG CLEC 1 Manager	VMX to Pacific Resource	TG CLEC Manager	Pacific Resource		Pre-holiday contact check	TG CLEC Manager let Pacific Resource know he would be back in the office 12/28, but would be reachable at home if necessary.						
899	12/21/99	16:37		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECCS99-134 Final Minutes for November 9, 1999 7-State Project Prioritization for the Year 2000 LSR Enhancements Meeting					<a href="#">cleccs_99-134.doc</a>	
900	12/22/99	7:55		Pacific	Fax to TG Resource	TG Resource	Pacific Resource		Acknowledgement Fax	Acknowledgement Fax to confirm on 12/22/99 at 7:55 a.m. PST Pacific received ASR, PON #BLCK004						
901	12/22/99	11:30		Pacific	Mail to Napa Telecommunications				Napa Customer Service Record	Customer Service Record dated December 13, 1999, Account No. redacted, Subtotal of \$18.89						
902	12/22/99	15:52		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECC99-381 Permitted Use of Telecommunications Services by CLECs - California					clecc_99-381.doc	

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
903	12/23/99	12:31		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECC99-382 E911 CLEC SS7 Signaling					clecc_99-382.doc	
904	12/23/99	12:53		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECC99-383 E911 CLEC Error Codes					clecc_99-383.doc	
905	12/24/99	10:04		Pacific	Fax to TG Resource	TG Resource		Pacific Resoruce	Option A footprints Confirmation Form	Option A footprints confirmation form for Camino Commm, PON # CAMN003						
906	12/24/99	10:05		Pacific	Fax to TG Resource	TG Reosurce		Pacific Resource	Option A footprints Confirmation Form	Option A footprints confirmation form for Blackhawk Commm, PON # BLCK003						
907	12/24/99	11:17		Pacific	Fax to TG manager	TG Manager		Pacific Resource	Acknowledgement Fax	Acknowledgement Fax to confirm on 12/23/99 at 12:47 PST Pacific received ASR, PON #NAPA063						
908	12/27/99	15:26		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECC99-384 CLEC Online Y2K Web Bulletin					clecc_99-384.doc	
909	12/27/99			Pacific	Airborne Express to Napa Telecommunications					Pacific invoice # redacted, \$3,258.07 for account no. Invoice for \$3,258.07 redacted, dated December 14, 1999.						
910	12/27/99			Pacific	Airborne Express to Napa Telecommunications					Pacific invoice # redacted \$9,957.77 for account no. Invoice for \$9,957.77 redacted, dated December 14, 1999						
911	12/27/99			Pacific	Airborne Express to Camino Communications					Pacific invoice # redacted, \$4,349.39 for account Invoice for \$6,898.43 no.redacted dated December 14, 1999.						
912	12/27/99			Pacific	Mail to Camino Comm				Camino Communication Bill (5)	Bill for \$66.91, Statement Date 12/23/99, Account No. redacted 2) Bill for \$42.89, Statement Date 12/20/99, Account No. redacted 3) Bill for \$38.44, Statement Date 12/20/99, Account No. redacted 4) Bill for \$108.20, Statement Date 12/25/99, Account No. re						
913	12/27/99				Mail to Discovery Comm				Discovery Comm Bill (5)	Bill for \$62.32 credit, Statement Date 12/20/99, Account No. redacted . 2) Bill for \$57.21 credit, Statement Date 12/25/99, Account No. redacted 3) Bill for \$22.31, Statement Date 12/20/99, Account No. redacted 4) Bill for \$0.00, Statement Date 12/23/						
914	12/27/99				Mail to Blackhawk Comm				Blackhawk Comm Bill (3)	Bill for \$77.53, Statement Date 12/25/99, Account No. redacted 2) Bill for \$26.65, Statement Date 12/22/99, Account No.redacted 3) Bill for \$65.13, Statement Date 12/20/99, Account No. redacted						

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
915	12/27/99				Mail to Napa Telecommunications				Napa Telecommunications Bills (5)	Bill for \$24.52, Statement Date 12/25/99, Account No. redacted 2) Bill for \$64.03, Statement Date 12/20/99, Account No. redacted 3) Bill for \$60.89, Statement Date 12/22/99, Account No. redacted 4) Bill for \$67.66, Statement Date 12/22/99, Account						
916	12/28/99	8:48		TG CLEC Manager	E-Mail to Pacific Account Manager, Pacific Resource	TG CLEC Manager	Pacific Account Manager	TG Resource,	FW: TN Reservation Problem	TG CLEC Manager forwards e-mail from TG Resource to Pacific Account Manager regarding Vantive ticket #2462504 for the continuous problem of failure to execute a TN reservation in Blackhawk. TG CLEC Resource states he wants to pass along this concern as he						
917	12/28/99	9:20		TG CLEC Manager	E-Mail to Pacific Account Manager, Pacific Resource	TG CLEC Manager	Pacific Account Manager	TG Resource, TG Project Manager, TG Team Lead, TG Resource	FW: CLEC web ID - Confidential	TG CLEC manager forwards e-mail from TG Resource regarding "what is our CLEC Handbook ID/PW" since TG Resource was unable to access several links on the Pacific website due to not being able to use the usual ID/PW.						
918	12/28/99	9:21		TG CLEC Manager	E-Mail to TG Resource, Pacific Account Manager, Pacific Resource	TG CLEC Manager	Pacific Account Manager	TG Resource, TG Team Lead, TG Resource, TG Project Manager, TG Resource	RE: CLEC Request, DSCjh1215 Completed	TG CLEC Manager forwards e-mail from TG Resource stating the user id for TG Resource seems incomplete as normally a UserID, PRAF Password and application password are received.						
919	12/28/99	13:28		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECC99-385 Notification of Transition of Advanced Services to Advanced Solutions, Inc.					clecc_99-385.doc	
920	12/28/99	14:15		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECCS99-135 Conference Call Minutes on Follow Up 7-State Project Prioritization For the Year 2000 LSR Enhancements					cleccs_99-135.doc	
921	12/28/99				Mail to Blackhawk Comm				Blackhawk Comm Bill	Bill for \$104.75, Statement Date 12/13/99, Account No. redacted						
922	12/28/99				Mail to Napa Telecommunications				Napa Telecommunications Bill	Bill for \$104.60, Statement Date 12/13/99, Account No. redacted						

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
923	12/28/99				Mail to Discovery Comm				Discovery Comm Bill (4)	Bill for \$594.29, Statement Date 12/16/99, Account No. redacted 2) Bill for \$81.56 credit, Statement Date 12/16/99, Account no. redacted 3) Bill for \$106.06, Statement Date 12/17/99, Account no. redacted 4) Bill for \$2.91 credit, Statement D						
924	12/28/99				Mail to Discovery Comm				Discovery Customer Service Record (2)	Customer Service Record Account No. redacted Dated 12/13/99 2) Customer Service Record Account no. redacted, Dated 12/13/99						
925	12/28/99				Mail to Blackhawk Comm				Blackhawk Customer Service Records	Customer Service Record Account No. redacted Dated 12/13/99						
926	12/28/99				Mail to Napa Telecommunications				Napa Customer Service Records (2)	Customer Service Record Account No. redacted, Dated 12/13/99 2) Customer Service Record Account No. redacted, Dated 12/19/99						
927	12/28/99			Pacific	Mail to Napa Telecommunications				Amendment Interconnection Agreement	Amendment Interconnection Agreement effective December 2, 1999 for Napa Telecommunications.						
928	12/28/99	15:35		TG CLEC Manager	Fax to Pacific Account Manager, Pacific Resource	TG CLEC Manager	Pacific Account Manager, Pacific Resource		Option A footprint fax confirmations and one error report for their assistance.	Option A footprint fax confirmations and one error report for their assistance.						
929	12/29/99	8:40		TG CLEC Manager	E-Mail to Pacific Account Manager, Pacific Resource	TG CLEC Manager	Pacific Account Manager, Pacific Resource	TG Project Manager, TG Team Lead, TG Resource	FW: CLEC ACTL/ACNA Information	TG CLEC Manager attaches first set of ACTL/ACNA information. TG CLEC Resource asks if Pacific Account Manager foresees any issue with them for use by either Blackhawk or Napa. He asks her inform him of anticipated set-up completion date and to confirm wh						Blackhawk_Na pa_colo.xls
930	12/29/99	8:47		TG CLEC Manager	E-Mail to TAM Execution Manager	TG CLEC Manager	Pacific Account Manager	TAM Project manager, TG Project Manager, TG Team Lead, TG Resource	FW: CLEC ACTL/ACNA Information	TG CLEC Manager thanks TAM Execution Manager for obtaining and sending the information. He will advise her as soon as he receives any feedback from Pacific Account Management Team.						

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
931	12/29/99	10:38		TG CLEC Manager	E-Mail to Pacific Account Manager, Pacific Resource	TG CLEC Manager	Pacific Account Manager	TG Project Manager, TG Team Lead, TG Resource, TG Resource, TG Resource, TG Resource	Blindness reality check	TG CLEC Resource informs Pacific Account Manager that the team has expressed concern regarding maintaining blindness with the Pacific Call Center, and behaving as a typical CLEC would. TG CLEC Manager says we will try to follow the order a typical CLEC wo						
932	12/29/99	11:28		TG CLEC Manager	E-Mail to Pacific Account Manager, Pacific Resource	TG CLEC Manager	Pacific Account Manager, Pacific Resource	TG Project Manager, TG Resource, TG Team Lead, TG Resource	UID/PW relation to facilities and resale OCNs	TG CLEC Manger asks if our CLEC Tollbar UID/PWs are hard linked to either the Facilities based OCN or the Resale OCN, such that we would/will need a totally separate set of Ids for each OCN. Are all four pseudo CLECs set up for both Facilities based and						
933	12/29/99	12:50		Pacific Account Manager	E-Mail to TG CLEC Manager, Pacific Resource	TG CLEC Manager	Pacific Account Manager, Pacific Resource	TG Project Manager, TG Resource, TG Team Lead, TG Resource	RE: UID/PW relation to facilities and resale OCNs	Pacific Account Manager says all of our CLECs are set up both for Resale and Facilities. The same UID and password should work for both Resale and Facilities.						
934	12/29/99	13:00		Pacific Account 70 Manager	Weekly Status Call	TG CLEC Manager, TG Project Manager, TG Team Lead, Pacific	Pacific Account Manager, Pacific Resource		Reviewed associated issues.	See related Issues file.	See related Issues file.					PacificISSUE1 9991230.DOC
935	12/29/99	14:22		Pacific Account 1 Manager	VMX to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager		Vantive #2462504 Blackhawk TN Reservation problem	Pacific Account Manager reported the problem had been cleared by the Pacific Call Center Monday 12/27. She asked TG CLEC Manager to verify and reply.	Verify Blackhawk TN Resv works.	TG CLEC Manager		Per TG Resource, complete 36523 12/29 PM.		



<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
936	12/29/99	14:26		Pacific Account Manager	E-Mail to TG CLEC Manager, Pacific Resource	TG CLEC Manager	Pacific Account Manager	TG Resource, TG Project Manager, TG Resource	RE: TN Reservation Problem	Pacific Account Manager confirms vmx she left for TG CLEC Manager. Pacific Resource of the Pacific Call Center said she worked this issue with TG resource on Monday, 12/27. The necessary correction was made early afternoon Monday 12/27 and she left that						
937	12/29/99	14:38		TG CLEC Manager	E-Mail to Pacific Account Manager, Pacific Resource	TG CLEC Manager	Pacific Account Manager	TG Resource, TG Project Manager, TG Resource	RE: TN Reservation Problem, Vantive #2462504 - Fixed!	TG CLEC Manager confirms with TG Resource that the Blackhawk TN Reservation problem was fixed Monday 12/27 p.m.. Pacific Resource from the Pacific Call Center reported that one table still showed Blackhawk as test rather than production, which was fixed						
938	12/29/99	17:27		Pacific Account Manager	E-Mail to TG CLEC Manager	TG CLEC Manager	Pacific Account Manager	TG Resource, TG Project Manager, TG Resource	RE: CLEC web ID - Confidential	Pacific Account Manager says this is your regular CLEC Handbook id and password. She expects we would not find anything in the Performance Measures section, since that appears to have November data and there wouldn't be anything there. She asks for TG C						
939	12/30/99	10:08		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECCS99-136 CLEC Comments on Datagate 1Q2000 Release Initial Requirements Due January 7, 2000					cleccs_99-136.doc	
940	12/30/99	10:27		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECCS99-137 Update on Exception Request for January 15, 2000 Release					cleccs_99-137.doc	
941	12/30/99	11:09		TG CLEC Manager	E-Mail to Pacific Account Manager, Pacific Resource	TG CLEC Manager	Pacific Account Manager	TG Project Manager, TG Team Lead, TG Resource, TG Resource	Managed Introduction - Recent order activity	TG CLEC Manager gives Pacific Account Manager current list of PONs processed since 12/15. TG CLEC Manager understands this list likely contains both pre-order and order transactions and does have duplicates. He assumes these should be sent until managed						
942	12/30/99	11:46		Accessible Letter	E-Mail to TG CLEC Manager	TG CLEC Manager	redacted		Accessible Letter	CLECC99-386 OSS Accessible Letters Move to a new location on CLEC Web Site					clecc_99-386.doc	
943	12/30/99	12:45		Pacific Resource	E-Mail to TG Resource, TG CLEC Manager, TG Resource	TG CLEC Manager	Pacific Resource	Pacific Account Manager	RE: CLEC Request, DSCjh1215 Completed	TG Resource gives information from user id spreadsheet sent from the Pacific Call Center on 12/20 for TG Resource. He also states what TG Resource should have access to according to spreadsheet sent on 10/25.						
944	12/30/99	13:06		Pacific Account Manager	E-Mail to TG Team Lead	TG Team Lead	Pacific Account Manager	TG Project Manager, TG CLEC Manager	RE: CPUC: Pacific Data for EDI testing	Pacific Account Manager confirms that Pacific will provide the data. She will see how quickly she can get it form Pacific Resources test team so it may be built into the front end systems prior to EDI testing.						

<u>Ref #</u>	<u>Date</u>	<u>Time (EDT)</u>	<u>Length (min's)</u>	<u>Initiator</u>	<u>Type</u>	<u>TG Contact</u>	<u>Pacific Contact</u>	<u>Other Parties</u>	<u>Subject</u>	<u>Comments</u>	<u>Actions:</u>	<u>Owner</u>	<u>Due Date</u>	<u>Status</u>	<u>Associated Documents</u>	<u>Related Notes</u>
--------------	-------------	-------------------	-----------------------	------------------	-------------	-------------------	------------------------	----------------------	----------------	-----------------	-----------------	--------------	-----------------	---------------	-----------------------------	----------------------

945	12/30/99	14:12		TG CLEC Manager	E-Mail to Pacific Account Manager, Pacific Resource	TG CLEC Manager	Pacific Account Manager	TAM Execution Manager, TAM Project Manager, Test Advisor, TAM Database Administrator, Test Advisor, TG Resource, TAM Monitor Team Lead, TG Team Lead, TG Project Manager, TG Resource	Proposed Hot Cut and LNP process coordination and usage test data	TG CLEC Manager attaches proposed processes planned to use for conducting Hot Cuts and handling LNP NPAC DB updates. He is happy to report TAM Execution Manager has requested one of the "friendlies" place only a few call in the very near future to trigg					CLEC_TG_Flow.ppt CLEC_TG_Process.doc	
-----	----------	-------	--	-----------------	---	-----------------	-------------------------	---	---	---	--	--	--	--	---	--

b.